

REMARKS

In response to the Office Action, claims 1 and 10 have been amended, and claims 19-22 have been newly added. Therefore, claims 1-22 are pending. Support for the instant amendments is provided throughout the as-filed Specification. Thus, no new matter has been added. In view of the foregoing amendments and following comments, allowance of all the claims pending in the application is respectfully requested.

A. **DRAWINGS**

The Examiner has objected to the drawings for allegedly failing to include various reference signs mentioned in the description. *See* Office Action, pg. 2, ¶1. The Examiner has further objected to the drawings for allegedly including various reference signs not mentioned in the description. *See* Office Action, pg. 2, ¶2.

With this response, Applicants have submitted a “*Request for Approval of Drawing Corrections*” for drawing changes made in FIGS. 3a, 3b, and 6b. Applicants submit that these drawing changes, together with various amendments to the Specification described below, have addressed each of the concerns articulated by the Examiner. In particular:

1. FIG. 3a has been amended to add reference character “100,” support for which may be found in the Specification at, for example, page 32, line 15. The addition has been made in red ink.
2. Item 633 has been changed to “1633” in FIG. 3b. The change to the drawing figure has been highlighted in red ink.

3. FIG. 6b has been amended to change duplicate reference character "924" to reference character "923." The change to the drawing figure has been highlighted in red ink.
4. With regard to the Examiner's objection that item 928 (recited on page 51, line 10 of the Specification) does not appear in the drawings, Applicants have amended the Specification to replace the incorrect "928" reference character with the proper "93" reference character.
5. The Specification has been amended to add reference to item 140, which is illustrated in FIG. 1a.
6. The Specification has been amended to add reference to items 230 and 240, both of which are illustrated in FIG. 1b.
7. As recited above, item 633 has been changed to "1633" in FIG. 3b. The change to the drawing figure has been highlighted in red ink.
8. The Specification has been amended to add reference to item 183.
9. The Specification has been amended to add reference to item 949.

Applicants submit that the changes to the drawing figures described above do not constitute the addition of new matter, as support for the instant amendments is provided throughout the as-filed Specification. Accordingly, Applicants respectfully request that the Examiner approve the changes to the drawings.

C. REJECTIONS UNDER 35 U.S.C. § 103

Claims 1, 3, 7, 10, 12, and 16 stand rejected under 35 U.S.C. §103(a) as allegedly being unpatentable over Toy (U.S. Patent No. 4,554,418) in view of Wise *et al.* (U.S. Patent No. 5,884,262). Claims 2, 8-9, 11, and 17-18 stand rejected under 35 U.S.C. §103(a) as allegedly being unpatentable over the combination of Toy and Wise *et al.*, further in view of Freishtat *et al.* (U.S. Patent No. 5,945,989). Claims 4-6 and 13-15 stand rejected under 35 U.S.C. §103(a) as allegedly being unpatentable over the combination of Toy and Wise *et al.*, further in view of Speicher (U.S. Patent No. 5,996,006). Applicants respectfully disagree with these rejections. However, in the interest of expediting prosecution, the claims have been amended to clarify various points of novelty over the references of record.

In particular, independent claims 1 and 10 have been amended to recite that the call server is operative to control both inbound and outbound voice-enabled communications using the markup documents. Neither Toy nor Wise *et al.*, either alone or in combination, teach the feature of a voice service system wherein markup documents may be used to control voice-enabled communications regardless of whether the communications were initiated by the voice service system (*e.g.*, outbound), or by a user (*e.g.*, inbound).

Toy, for instance, appears to disclose an outbound notification system and method for alerting users (via standard telecommunications networks) of the occurrence of particular events or trends of interest. While Toy does enable users to contact an automatic answering device 277, the nature of this “inbound” contact appears to be for modifying existing (user) information or specified conditions (*e.g.*, trigger values, thresholds, or specified events) pertaining to the

execution of the notification system. Toy fails, however, to disclose at least the feature of having the “inbound” contact with the automatic answering device 277 be controlled by markup documents, as disclosed and claimed by Applicants.

Wise *et al.* appear to disclose a system that enables users to request documents or files via the telephone, and then navigate through retrieved documents (via user inputs) based on the content of the document. Wise *et al.* do not, however, appear to disclose at least the feature of initializing voice-enabled communications using markup documents, as disclosed and claimed by Applicants. By contrast, the system disclosed by Wise *et al.* appears to rely on users initiating contact with the systems to request information. *See* Abstract (*a user can call a designated phone number...*); and col. 5, lns. 45+ (*a user can initiate connection of a telephone to the system...*). Moreover, because Wise *et al.* do not appear to disclose initializing voice-enabled communications (*e.g.*, outbound communications), Wise *et al.* can’t anticipate the claimed feature of a voice service system wherein markup documents may be used to control outbound voice-enabled communications.

For at least the reasons set forth above, Applicants respectfully submits that none of the references cited by the Examiner, either alone or in combination, teach all of the limitations of independent claims 1 and 10. Accordingly, Applicants further submit that dependent claims 2-9, and 11-18 are allowable because they depend from allowable independent claims, as well as for the further limitations they contain.

CONCLUSION

Having addressed each of the foregoing rejections, it is respectfully submitted that this application is now in condition for allowance. Notice to that effect is respectfully requested. In the event that the Examiner believes that a telephone conference would expedite allowance of the application, the Examiner is invited to telephone the undersigned with any suggestions leading to the allowance of the application.

Respectfully submitted,

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ATTACHMENT A

Clean version of the changes to the Specification &
Clean version of all pending claims

IN THE SPECIFICATION:

The paragraph beginning at page 15, line 13, has been rewritten as follows:

a1 The method continues monitoring the scheduling condition for voice services until a scheduling condition is met. When a scheduling condition is met, that voice service is executed as illustrated in, for example, step 140. The execution of a voice service involves, inter alia, generating the content for the voice service, and structuring the voice service to be telecast through a call server. The execution of a voice service is explained in detail in conjunction with Figure 1c.

c The paragraph beginning at page 23, line 5, has been rewritten as follows:

92 In step 240, the schedule for the service is also selected. According to one embodiment, predefined schedules for voice services may be provided or a customized schedule for the voice service may be created. If a new schedule is to be created, a module may be opened to enable the schedule name and parameters to be set. Schedules may be run on a several-minute, hourly, daily, monthly, semi-annual, annual or other bases, depending upon what frequency is desired.

62 According to one embodiment, an interface is provided that allows the administrator to browse through existing schedules and select an appropriate one. The interface may provide a browsing window for finding existing schedule files and a "new schedule" feature which initiates the schedule generating module. In one embodiment, schedules may not be set for alert type services. However, in some embodiments, a schedule for evaluating whether alert conditions have been met may be established in a similar manner.

The paragraph beginning at page 23, line 17, has been rewritten as follows:

63 In step 230, the duration of the service is also set. Service duration indicates the starting and stopping dates for the service. Setting a service duration may be appropriate regardless of whether a scheduled service or alert type service has been selected. The start date is the base line for the scheduled calculation, while the end date indicates when the voice service will no longer be sent. The service may start immediately or at some later time. According to one embodiment, the interface is provided to allow the administrator to input start and end dates. The interface may also allow the administrator to indicate that the service should start immediately or run indefinitely. Various calendar features may be provided to facilitate selection of start and stop dates. For example, a calendar that specifies a date with pull-down menus that allow selection of a day, month and year may be provided according to known methods of selecting dates in such programs as electronic calendar programs and scheduling programs used in other software

93 products. One specific aid that may be provided is to provide a calendar with a red circle indicating the present date and a blue ellipse around the current numerical date in each subsequent month to more easily allow the user to identify monthly intervals. Other methods may also be used.

The paragraph beginning at page 27, line 10, has been rewritten as follows:

94 Servers may have limited capacity to perform all of the actions required of them simultaneously, the method of Figure 1b comprises a step for prioritizing the execution and delivery of voice services. Prioritization may establish the order in which the voice service system allocates resources for processing voice service and delivering the IVB. According to one embodiment, assigning priority to a voice service establishes priority for queries to the database system, formatting the voice service, or IVBs. Any criteria may be used for establishing priority. According to one embodiment, priority is established based on service content. According to another embodiment, priority is based on service destination. According to another embodiment, priority may be established based on the type of voice service, *i.e.*, alert v. scheduled. Any number of procedures or criteria for denoting relative importance of service delivery may be established.

The paragraph beginning at page 29, line 16, has been rewritten as follows:

95 After a call structure is generated, in step 330, it is sent to a call database *e.g.*, call database 1811 shown in Figure 3c along with the addresses and style properties of the users. The style properties govern the behavior of a call server 18 in various aspects of the dialog with a user. Call server 18 queries call database 1811 for current call requests and places new call requests in its queue.

The paragraph beginning at page 31, line 9, has been rewritten as follows:

96 Fig. 3a depicts an embodiment of a system according to one embodiment of the present invention. Preferably, the system comprises database system 12, a DSS server 14, voice server 16, a call server 18, subscription interface 20, and other out input/files 24.

The paragraph beginning at page 41, line 13, has been rewritten as follows:

97 According to one embodiment of the present invention, a system and method that enable closed-loop transaction processing are provided. The method begins with the deployment of an IVB by executing a service. As detailed above, this includes generating the content and combining this with personalization information to create an active voice page. Call server 18 places a call to the user. During the call, information is delivered to the user through a voice-enabled terminal device (e.g., a telephone or cellular phone). Phone lines 183 may be used for communication purposes.

The paragraph beginning at page 51, line 7, has been rewritten as follows:

98 A block diagram of one embodiment of primary voice bureau 92 is shown in Figure 6b. According to this embodiment, primary voice bureau comprises routers 921, dual-homed servers 922, database servers 923, call database 924, backup storage 925, call servers 926, internal switch 927, and system administrator 93. Routers 921 receive call requests via a computer network and pass them along to one of the two dual-homed servers 922. Router 921 monitors activity on servers 922 and forwards call requests to one of the two depending on availability.

The paragraph beginning at page 54, line 4, has been rewritten as follows:

99 Backup voice service bureau 94 receives a redundant request for voice services. Backup voice service bureau 94 processes the requests only when primary voice service bureau is offline or busy. One embodiment of backup voice service bureau 94 is shown in Figure 6c. Backup voice bureau 94 comprises routers 941, HTTP server 942, database server 943, call server 946 and routers 947. Each of these components performs a function identical to the corresponding element in primary voice bureau 92. Router 947 replaces switch 927. Communication lines 949 may replace phone lines 929. Router 947 controls the forwarding of call requests to database server 943 for queuing in an internal database, and the forwarding of call requests to call server 946 from database server 943.

IN THE CLAIMS:

A clean version of all pending claims is set forth below:

- Q10
Sub B21
1. (Once amended) An integrated inbound and outbound voice service system comprising:
a first system for generating markup documents;
a call server comprising:
a storage device for storing the markup documents;
a call builder operative to initialize a voice-enabled communication using
the markup documents; and,
a call receiver operative to accept an inbound voice-enabled
communication;
wherein the call server is operative to control inbound and outbound voice-enabled
communications using the markup documents.
 2. The voice service system of claim 1 wherein the call server further comprises an
authentication module operative to authenticate an inbound voice-enabled communication.
 3. The voice service system of claim 1 wherein the call server further comprises:
a parser operative to extract text from the markup language documents; and,
a text-to-speech engine for converting the extracted text into speech.

4. The system of claim 1 wherein the call server further comprises a search module operative to search markup language documents stored in the storage device.
5. The system of claim 4 wherein the search module comprises an SQL engine operative to query the storage device.
6. The system of claim 1 wherein the storage device comprises a relational database.
7. The system of claim 1 wherein the markup language documents comprise TML documents.
8. The system of claim 1 wherein the markup language documents comprise active voice pages.
9. The system of claim 1 wherein the markup language documents comprise information accessed from an on-line analytical processing system.

Sub
TBS
all
10. (Once Amended) A method for providing integrated inbound and outbound voice services comprising the steps of:

generating markup documents;
storing the markup documents;
initializing outbound voice-enabled communications using the markup documents;
accepting inbound voice-enabled communications; and,
controlling inbound and outbound voice-enabled communications using the markup documents.

11. The method of claim 10 further comprising the step of authenticating inbound voice-enabled communications.

12. The method of claim 10 where in the step of controlling comprises:
extracting text from the markup language documents; and,
converting the extracted text into speech.

13. The method of claim 10 further comprising the step of searching the markup language documents stored in the storage device for inbound voice-enabled communications.

14. The method of claim 13 wherein the step of searching comprises generating SQL statements to search for particular markup language documents.

15. The method of claim 10 wherein the step of storing comprises storing markup language documents in a relational database.
16. The method of claim 10 wherein the markup language documents comprise the TML documents.
17. The method of claim 10 wherein the markup language documents comprise active voice pages.
18. The method of claim 10 wherein the markup language documents comprise information accessed form an on-line processing system.

19. (Newly Added) An integrated inbound and outbound voice service system comprising:

means for enabling at least one subscriber to subscribe to at least one voice service that

can output information;

means for generating a personalized markup document for the at least one subscriber, the

personalized markup document comprising preferences for the content and presentation of the

service output information;

means for enabling the at least one service to initiate voice-enabled communication with
the at least one subscriber to deliver service output information, wherein the service output
information is presented from the personalized markup document; and

means for enabling the at least one subscriber to initiate voice-enabled communication
with the at least one service to access service output information, wherein the service output
information is presented from the personalized markup document.

20. (Newly Added) A method for providing integrated inbound and outbound voice services, the method comprising the steps of:

(a) enabling at least one subscriber to subscribe to at least one voice service that can output information;

(b) generating a personalized markup document for the at least one subscriber, the personalized markup document comprising preferences for the content and presentation of the service output information;

(c) enabling the at least one service to initiate voice-enabled communication with the at least one subscriber to deliver service output information, wherein the service output information is presented from the personalized markup document; and

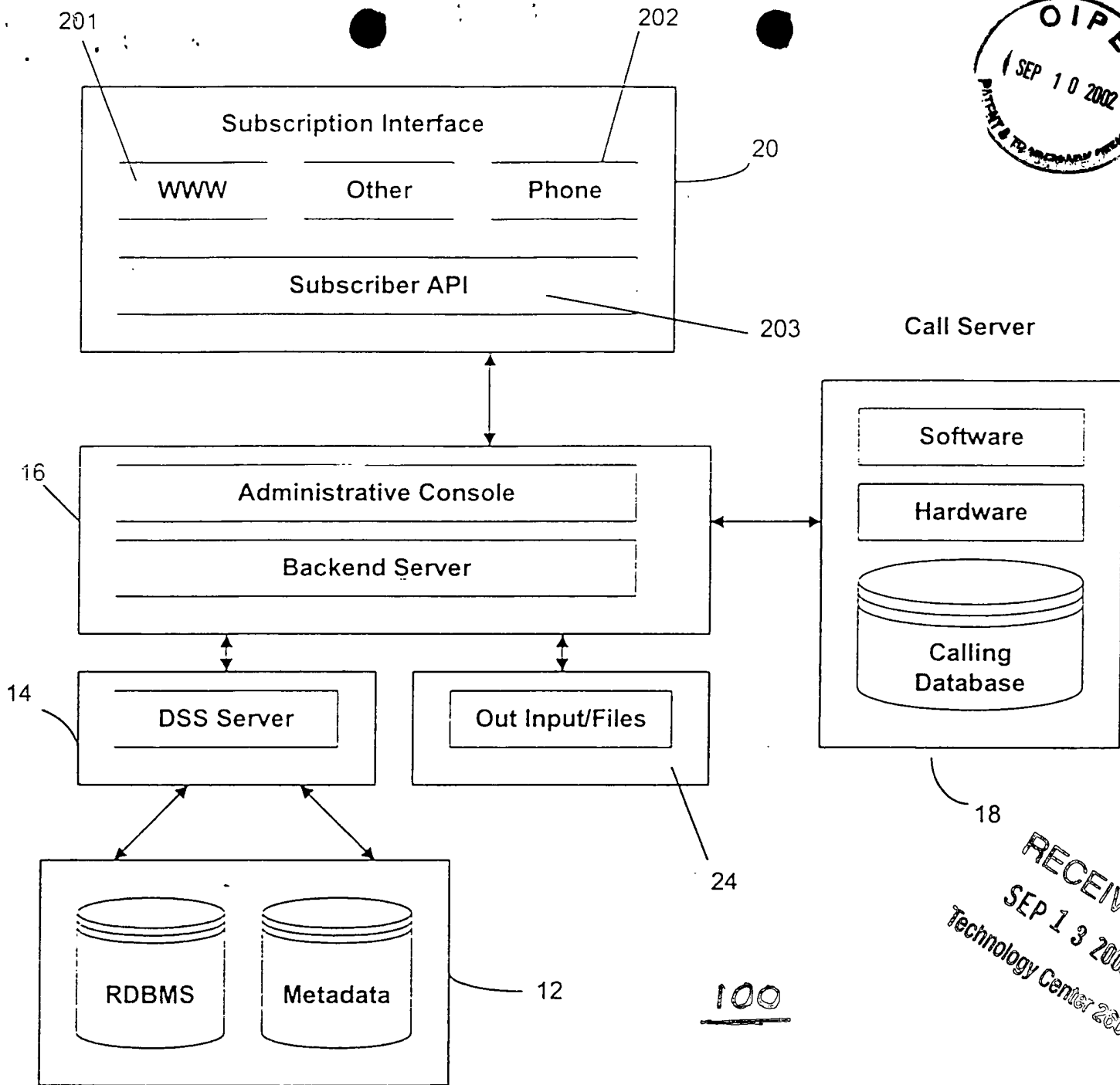
(d) enabling the at least one subscriber to initiate voice-enabled communication with the at least one service to access service output information, wherein the service output information is presented from the personalized markup document.

21. (Newly Added) An integrated inbound and outbound voice service system comprising:
- subscription means for enabling one or more users to subscribe to at least one voice service;
 - a first system for generating personalized markup documents for the one or more users based on personalized information provided by the one or more users;
 - a call server operative to control inbound and outbound voice-enabled communications using the personalized markup documents, the call server comprising:
 - a storage device for storing the personalized markup documents;
 - a call builder operative to initialize a voice-enabled communication with the one or more users using the personalized markup documents; and,
 - a call receiver operative to accept an inbound voice-enabled communication from the one or more users.

22. (Newly Added) A method for providing integrated inbound and outbound voice services, the method comprising the steps of:

- (a) enabling users to subscribe to at least one voice service;
- (b) generating personalized markup documents for the users based on personalized information provided by the users;
- (c) storing the personalized markup documents; and
- (d) controlling inbound and outbound voice-enabled communications using the personalized markup documents by initializing outbound voice-enabled communications using the personalized markup documents, and by accepting inbound voice-enabled communications from users.

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FIGURE 3a



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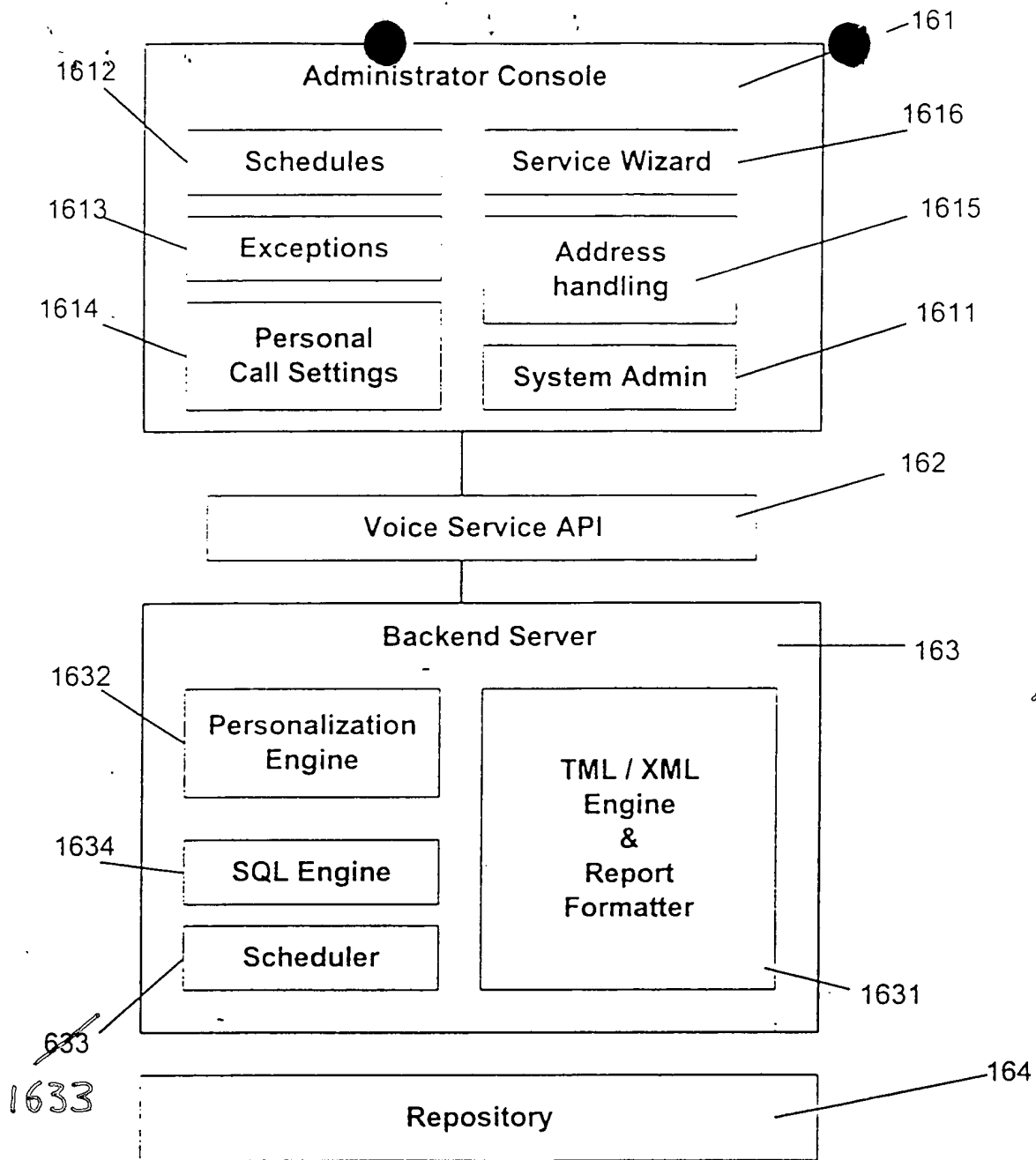
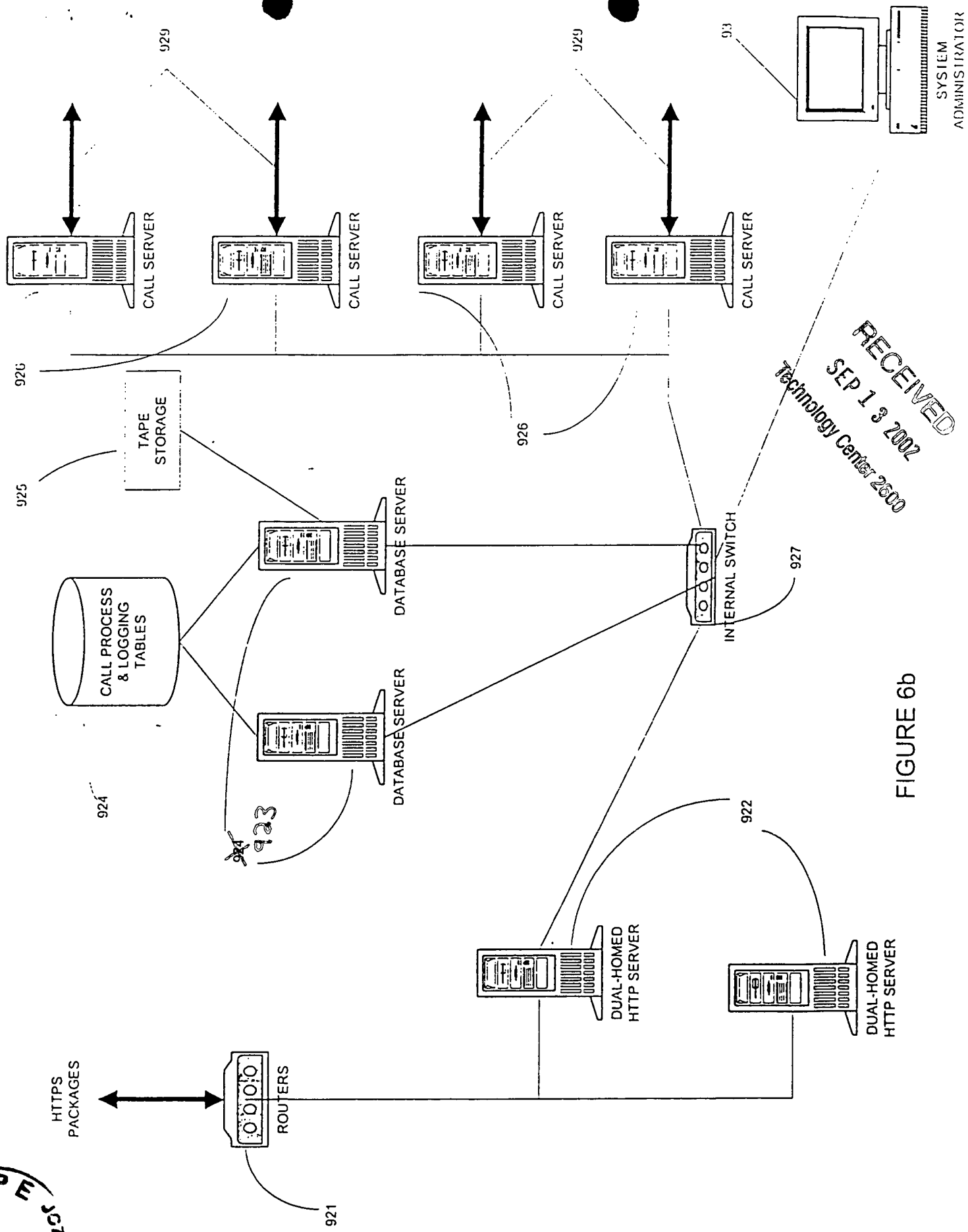


FIGURE 3b

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FIGURE 6b